

Grace Lane Veterinary Surgery

It's a paws up for new telecoms solution



Background

Grace Lane Veterinary Surgery is a veterinary practice for Ryedale and the North Yorkshire Moors, providing high quality veterinary care in a friendly, caring and professional environment.

Established by Stephen Hudson BVSc MRCVS, a renowned equine vet, in 2008, the practice offers care for all animals, large and small, and operates a 24-hour emergency care system.

When it came to upgrading its telecoms system Grace Lane Veterinary Surgery chose Russell Telecom, a company with three decade's experience of meeting the telecommunications needs of UK businesses and organisations, as its preferred supplier.

Requirements

Grace Lane Veterinary Surgery required a solution that could embrace its requirements for a solution that was straight-forward to operate but at the same featured sophisticated solutions including VoIP for vets on 24/7 call and a hands-free auto-answering facility for the busy practice.

Profile

Customer Grace Lane Veterinary Surgery

Industry Medical

Solution NEC SV8100

- Results**
- Feature-rich system
 - Simple-system management
 - Time saving applications
 - Improved communication



“The solution has replaced the last system, which was too complex to use. This has made things easier and also speeded up call transfers.”

John Whitwell, Partner at Grace Lane Veterinary Surgery

Solutions

Russell Telecom completed a comprehensive evaluation of the practice's telecommunications system before deciding that the NEC SV8100 solution would be the ideal solution for the busy veterinary practice.

The SV8100 digital and VoIP platform is the latest phone system from NEC, and integrates features such as call queuing and voicemail.

The practice was supplied with eight handsets, on-site voicemail and auto-attendant. Two VoIP handsets were also supplied for home workers.

The new system replaced an Avaya system, which could not satisfy the sophisticated call routing requirements of the practice.

As partners are on call 24/7, they required the facility to control call routing from home where mobile signals are frequently unreliable. The new SV8100 VoIP home worker solution enables partners on call to work flexibly allowing calls to be routed to multiple locations, as and when required.

An additional major benefit of the new system has been the ability to answer calls and speak to callers without touching the handset whilst in the surgery by using the SV8100's hands-free auto-answer feature.

The auto attendant facility has given the practice the ability to direct callers quickly and effectively to the information they need at the touch of a button. Greeting messages can also be changed to suit requirements.

Auto attendant can be configured so that only out of hours calls and/or calls that have been ringing for a specific length of time are answered by the application.

Finally, the auto attendant feature allows the practice the ability to respond to calls quickly and effectively and to direct callers to the best source of information.

Results

Grace Lane Veterinary Surgery is very happy with the telecoms system installed by Russell Telecom.



John Whitwell, Partner at the practice, said: "We're pleased with the new system which has made it much easier to transfer calls.

"The solution has replaced the last system, which was too complex to use. This has made things easier and also speeded up call transfers."

Other valuable benefits of the NEC SV8100 include:

- Improved customer satisfaction
- Identifying over and under-achieving employees
- Identifying call patterns and trends
- Auto scheduling reports
- Determining the 'busy hour'
- Identifying missed calls
- Identifying true call cost
- Cutting telecom and operational costs
- Identifying unused extensions and trunks

